

**Town of Natick
Job Description**

Position Title:	Clinical Social Worker	Grade Level:	2
Department	Community Services	FLSA Status	Exempt
Reports to:	Director of Human Services & Council On Aging		

Statement of Duties:

Supervision Required: Under the general supervision of the Human Services and Council on Aging Director, the incumbent receives and carries out social service policies and procedures as identified by the Director. A great deal of work is carried out with a good measure of initiative and independence. Incumbent is a professional service provider and is so regarded.

Supervisory Responsibility: Assists in assigning, training, reviewing and directing the activities of a group of volunteers providing direct supportive services: respite companions, Telephone Reassurance callers, Friendly Visitors. Provides professional supervision of licensed staff involved in areas related to social service concerns; oversees intake and case management systems. Supervises student interns as appropriate.

Accountability: This position is highly accountable and incorrect actions or misjudgment would typically result in missed deadlines, potential injury, as well as legal repercussions, and adverse public relations.

Judgment: Individual judgment and the application of professional knowledge and experience are required in selecting the appropriate practices, procedures, regulations, or guidelines to apply in each case.

Complexity: Provides problem identification through comprehensive assessments where necessary; analyzes needs and develops care plans, maximizing independence, utilizing resources of a fragmented social services network; coordinates services and provides ongoing monitoring of the care plan for quality, appropriateness and adequacy to maximize benefits to the consumer; emphasis is on assisting the frail, isolated, and disabled, many with a variety of physical and/or mental health issues. Intervenes in crisis situations with which the consumer and existing support network cannot adequately deal requiring immediate intervention, Advocates for expanded service provision when current resources are not meeting the needs of the community; and maintains professional confidentiality.

Confidentiality: Individual judgment and the application of professional knowledge and experience are required in selecting the appropriate practices, procedures, regulations, or guidelines to apply in each case.

Work Environment: Work is done in private homes as well as in the office, requiring travel within the community. Stress is certain when dealing with human problems that occasionally leads to frustrations when needed resources are not available. At times prioritizing consumers and/or their needs will be necessary adding to the stress demands.

Nature and Purpose of Contacts: Work is primarily with the public, residents of all ages and their families and friends; interaction is needed with personnel from other community

Human Services and Council on Aging Department
Clinical Social Worker

7/29/14

Town of Natick Job Description

agencies, town departments, state and federal agencies to coordinate service provision. Advocates for needed programs/services in conjunction with other community agencies, public and private groups and state government officials.

Occupational Risks: Duties generally do not present occupational risk. However, if an employee fails to properly follow safety precautions and procedures, it could result in a minor injury.

Essential Functions:

The essential functions or duties listed below are intended only as illustrations of the various type of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

- Provides specialized social work dealing with specific areas of crisis residents may find themselves in: self neglect, a physical, emotional or environmental crisis, or abuse. Work is done to resolve or eliminate serious problems before the individual suffers more harm from life threatening situations or poor judgments that affect their lifestyle. Focuses and attempts to stabilize each case. Work involves intensive case management, interaction and collaboration with families, pulling together community supports and extensive personal contact with the individual.
- Under the direction of the Director of Human Services and Council on Aging, provides responsible and supervisory duties in conjunction with all direct social services to residents and their families, with an emphasis on assisting the frail, isolated or disabled (includes mental health) in understanding, coping with and resolving problems.
- Performs crisis intervention (intensive counseling) including home visiting as needed; provides short-term counseling (assessment and referral) to clients and families, analyzing needs when appropriate; offers information and referral services including, but not limited to, transportation, medical needs, housing options, grocery shopping, home management assistance, protective services, legal services, nursing home placement, and medical insurance; and, maintains a community resource file.
- Coordinates and works with other municipal, community, state and federal agencies and medical personnel as necessary, developing a care plan to insure appropriate services for Natick residents; provides ongoing monitoring of care plans for quality and appropriateness; advocates as necessary; and provides office consultations for family members requiring assistance in coping with challenges.
- Maintains appropriate clinical recording of all visits, phone contacts and collateral contacts; assists the Director in the preparation of local and state reports, forms and surveys; maintain professional confidentiality of files and records.
- Keeps abreast of new and upcoming services to meet the growing demand and needs of Natick residents of all ages; serves as a resource to other town departments in matters related to social services; identifies gaps in service and

Human Services and Council on Aging Department
Clinical Social Worker

7/29/14

Town of Natick Job Description

advocates for service improvements.

- Performs related duties, as required.

Recommended Minimum Qualifications:

Education and Experience: or any equivalent combination of education, training and experience which provides the required knowledge, skills and abilities to perform the essential functions of the job.

- Incumbent must be a Licensed Independent Clinical Social Worker (LICSW) with a minimum of three (3) years of professional experience in social service delivery and accessing resources in the human services field.
- Valid drivers' license and reliable means of transportation are required.

Knowledge, Abilities and Skill

Knowledge:

- Knowledge of the human services network; elder care issues; the aging process and related medical/sociological/mental health issues.
- Problem oriented recording.
- Knowledge and understanding of state statutes, regulations, and other community agency criteria to develop effective and appropriate referrals; department goals and procedures.

Abilities:

Skill:

- Interpersonal/interviewing/counseling skills.
- Skills of crisis intervention; time management; written/verbal communication; strong organizational abilities.
- Skill in various computer applications such as Word, Excel, Access, and PowerPoint.

Physical and Mental Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the position's essential functions.

Human Services and Council on Aging Department
Clinical Social Worker
7/29/14

Town of Natick Job Description

Physical Skills:

- There is little or no physical demand needed. The ability is required to lift up to 30 pounds.

Motor Skills:

- Duties may involve close hand-eye coordination and physical dexterity.

Visual Skills:

- Ability to read, see, and differentiate between colors.

This job description does not constitute an employment agreement between the employer and the employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change.